

HOUSE BILL 1195

By Garrett

AN ACT to amend Tennessee Code Annotated, Title 56;
Title 63 and Title 68, relative to health care.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF TENNESSEE:

SECTION 1. Tennessee Code Annotated, Title 56, Chapter 7, Part 10, is amended by adding the following as a new section:

(a) As used in this section:

(1) "Communication":

(A) Means written or electronic correspondence, or telephonic, in-person, or video conversations, among a health facility, health insurance entity, or provider concerning a prior authorization or other matter directly related to a patient's healthcare service; and

(B) Does not include communication regarding charges or billing for a healthcare service;

(2) "Health facility":

(A) Means an institution, place, or building providing healthcare services that is required to be licensed under title 68, chapter 11; and

(B) Excludes a hospital, as defined in § 68-11-201;

(3) "Health insurance coverage" has the same meaning as defined in § 56-7-109;

(4) "Health insurance entity" means an entity subject to the insurance laws of this state, or subject to the jurisdiction of the commissioner, that contracts or offers to contract to provide health insurance coverage, including, but not limited to, an insurance company, a health maintenance organization and a

nonprofit hospital and medical service corporation, with the exception of a managed care organization (MCO) contracting with the state to provide insurance through the TennCare program;

(5) "Healthcare service" means a service for the diagnosis, prevention, treatment, cure, or relief of a health condition, illness, injury, or disease;

(6) "Minor" means an individual who has not attained eighteen (18) years of age;

(7) "Patient" means an individual who has health insurance coverage and is being treated by a provider for a healthcare service;

(8) "Policyholder" means an individual who has contracted with a health insurance entity for healthcare services coverage; and

(9) "Provider" means an individual or entity performing services regulated pursuant to title 63 or title 68, chapter 11, with whom the health insurance entity has an express and valid network provider agreement or contract.

(b) Except as provided in subsection (d), a health insurance entity shall notify a patient of communication between the health insurance entity and a provider or health facility concerning healthcare services covered by the patient's health insurance coverage within two (2) business days after the communication has occurred. The notification must include a brief summary of the communication or a copy of the communication.

(c) The health insurance entity shall notify the patient via electronic means, such as by email or through an online patient portal offered by the health insurance entity, unless the patient requests, in writing, an alternative notification method.

(d) If the patient is a minor, then the health insurance entity must notify the policyholder whose health insurance coverage covers the minor.

SECTION 2. Tennessee Code Annotated, Title 63, Chapter 1, Part 1, is amended by adding the following as a new section:

(a) As used in this section:

(1) "Communication":

(A) Means written or electronic correspondence, or telephonic, in-person, or video conversations, among a health facility, health insurance entity, or provider concerning a prior authorization or other matter directly related to a patient's healthcare service; and

(B) Does not include communication regarding charges or billing for a healthcare service;

(2) "Health facility":

(A) Means an institution, place, or building providing healthcare services that is required to be licensed under title 68, chapter 11; and

(B) Excludes a hospital, as defined in § 68-11-201;

(3) "Health insurance coverage" has the same meaning as defined in § 56-7-109;

(4) "Health insurance entity" means an entity subject to the insurance laws of this state, or subject to the jurisdiction of the commissioner of commerce and insurance, that contracts or offers to contract to provide health insurance coverage, including, but not limited to, an insurance company, a health maintenance organization and a nonprofit hospital and medical service corporation, with the exception of a managed care organization (MCO) contracting with the state to provide insurance through the TennCare program;

(5) "Healthcare service" means a service for the diagnosis, prevention, treatment, cure, or relief of a health condition, illness, injury, or disease;

(6) "Minor" means an individual who has not attained eighteen (18) years of age;

(7) "Patient" means an individual who has health insurance coverage and is being treated by a provider for a healthcare service;

(8) "Policyholder" means an individual who has contracted with a health insurance entity for healthcare services coverage; and

(9) "Provider" means an individual or entity performing services regulated pursuant to this title or title 68, chapter 11, with whom the health insurance entity has an express and valid network provider agreement or contract.

(b) Except as provided in subsection (d), a provider shall notify a patient of communication between the provider and a health insurance entity or health facility concerning healthcare services covered by the patient's health insurance coverage within two (2) business days after the communication has occurred. The notification must include a brief summary of the communication or a copy of the communication.

(c) The provider shall notify the patient via electronic means, such as by email or through an online patient portal offered by the provider, unless the patient requests, in writing, an alternative notification method.

(d) If the patient is a minor, then the provider must notify the policyholder whose health insurance coverage covers the minor.

SECTION 3. Tennessee Code Annotated, Title 68, Chapter 11, Part 2, is amended by adding the following as a new section:

(a) As used in this section:

(1) "Communication":

(A) Means written or electronic correspondence, or telephonic, in-person, or video conversations, among a health facility, health insurance

entity, or provider concerning a prior authorization or other matter directly related to a patient's healthcare service; and

(B) Does not include communication regarding charges or billing for a healthcare service;

(2) "Health facility":

(A) Means an institution, place, or building providing healthcare services that is required to be licensed under this chapter; and

(B) Excludes a hospital;

(3) "Health insurance coverage" has the same meaning as defined in § 56-7-109;

(4) "Health insurance entity" means an entity subject to the insurance laws of this state, or subject to the jurisdiction of the commissioner, that contracts or offers to contract to provide health insurance coverage, including, but not limited to, an insurance company, a health maintenance organization, and a nonprofit hospital and medical service corporation, with the exception of a managed care organization (MCO) contracting with the state to provide insurance through the TennCare program;

(5) "Healthcare service" means a service for the diagnosis, prevention, treatment, cure, or relief of a health condition, illness, injury, or disease;

(6) "Minor" means an individual who has not attained eighteen (18) years of age;

(7) "Patient" means an individual who has health insurance coverage and is being treated by a provider for a healthcare service;

(8) "Policyholder" means an individual who has contracted with a health insurance entity for healthcare services coverage; and

(9) "Provider" means an individual or entity performing services regulated pursuant to title 63 or this chapter, with whom the health insurance entity has an express and valid network provider agreement or contract.

(b) Except as provided in subsection (d), a health facility shall notify a patient of communication between the health facility and a health insurance entity or provider concerning healthcare services covered by the patient's health insurance coverage within two (2) business days after the communication has occurred. The notification must include a brief summary of the communication or a copy of the communication.

(c) The health facility shall notify the patient via electronic means, such as by email or through an online patient portal offered by the health facility, unless the patient requests, in writing, an alternative notification method.

(d) If the patient is a minor, then the health facility must notify the policyholder whose health insurance coverage covers the minor.

SECTION 4. The commissioner of commerce and insurance and the commissioner of health are authorized to promulgate rules to effectuate the purposes of this act. The rules must be promulgated in accordance with the Uniform Administrative Procedures Act, compiled in title 4, chapter 5.

SECTION 5. For the purpose of rule promulgation, this act takes effect upon becoming a law, the public welfare requiring it. For all other purposes, this act takes effect January 1, 2022, the public welfare requiring it, and applies to communications made pursuant to insurance policies entered into, renewed, or amended on or after that date.